# Table of Contents

**Letter from our Founders** 3

**Associate Health & Safety**
- Health & Safety Overview 4
- Illness Notification Policy 5
- Personal Care 6
- Employee Temperature Check 7
- Employee Health Screener 8
- Vendor Health Screener 9

**Social Distancing Guidelines**
- Guest Face Mask Policy & Signage 10
- Plexiglass barriers 11
- Social Distance Floor Decals 12
- Payment & Food Handling 13
- Dine-In Area Table Setup 14

**Cleaning & Disinfecting Guidelines**
- Cleaning & Disinfecting Overview 15
- Hospitality Lead Position 16
- Dine-In Area Cleaning 17
- Beverage Station Cleaning 18
- Restroom Cleaning 19
- Cleaning Logs 20
Dear Valued Guest,

As a family business guided by our people-first mission of inspiring better lives, we believe that in uncertain times like these, we must take care of our guests and associates (employees) as members of our extended family. Our hearts go out to those who have been affected by the outbreak of COVID-19, and we hope this message finds you well and strong.

At Panda, we are committed to bringing joy through food and always caring for our people first—our guests, our associates, and our communities. As we stand together to navigate through this challenging time one day at a time, we wanted to reach out to you and provide an update on the actions that Panda has taken to support the health and well-being of all of us.

Throughout these past few months, we have been working with medical specialists to put in place advanced protocols in our stores and headquarters that follow the guidelines recommended by the Centers for Disease Control and Prevention (CDC) and World Health Organization (WHO). It is our utmost priority to help prevent the spread of this virus and minimize the public health impact. In addition to implementing travel and business gathering restrictions as well as a quarantine protocol early on, we have taken other precautionary measures, such as:

- Health and temperature assessments for associates to ensure they are healthy for work
- Face masks required for Guests & Associates
- Plexiglass barriers and contactless pickup for social distancing
- Enhanced hourly sanitizing procedure and deep cleaning four times a day
- Sick leave policies and other financial assistance programs to make sure our associates are taken care of mentally, physically and emotionally
- Weekly communications to equip our associates with updated information regarding public health protocols, such as proper handwashing, and resources to care for themselves, guests, and stores
- Additional details about the actions we have taken can be found at pandaexpress.com/forourpandafamily

As the situation changes minute-by-minute, we are monitoring closely and acting swiftly based on the needs of each of the communities we serve. While this may include changes to our current operations, our restaurants, drive-thrus and delivery services are open to serve. However, we will never sacrifice quality and will close stores temporarily if required or if we feel it is the right thing to do to protect our guests and associates.

We hope you find this guide helpful as we learn and work together to get through this pandemic. Thank you for everything you and your teams are doing to nourish our communities.

Stay safe and be well,

Andrew & Peggy Cherng

Co-Founders
On behalf of the Panda Family
Associate Health & Safety Overview

8 Requirements To Operate Safely (8RTOS)
New procedures to create a healthy work environment to keep you & others safe while serving our communities.

1. DO NOT WORK IF SICK
Stay at home or go home and inform your supervisor immediately. Complete daily health screening questionnaire and body temperature check before a shift.

2. WASH HANDS FREQUENTLY
Wash hands at least every 30 minutes, as well as before a shift, changing tasks and after using the restroom.

3. WEAR GLOVES
Always wear gloves. Put on a new pair after washing hands. Change gloves between tasks and as often as needed.

4. WEAR FACE COVERING
Always wear an approved face covering.

5. DO NOT SHARE EQUIPMENT
Don’t share headsets without disinfecting before and after use. Don’t share food, cups or utensils. Use disposable plates for meals.

6. PRACTICE SOCIAL DISTANCING
Allow plenty of space between Associates and Guests. During meals, dine alone or increase distancing to 8 feet as masks will not be worn.

7. DEEP CLEAN RESTAURANT
Use sanitizer and/or Spic & Span to disinfect heavily used areas every hour (like the walk-up ordering station). Sanitize BOH food contact surfaces regularly.

8. QUESTIONS? VISIT RESOURCES
SPEAK TO A MEDICAL PROFESSIONAL for free at our PandaAID hotline
Associate Illness Notification Policy

Any Associate who is experiencing any symptoms prior to the Associate’s work shift will be required to stay home and inform the Associate’s supervisor and/or Field HR. Associate must also contact our dedicated associate hotline.

- Fever (100.4F or above)
- Cough
- Shortness of breath or difficulty breathing
- Chills
- Fatigue
- Muscle pain
- Sore throat
- Loss of taste or smell
- Congestion or runny nose
- Nausea, diarrhea or vomiting

Associates must meet the following four (4) conditions prior to returning to work

- Associate has had no fever for at least seventy-two (72) hours (3 days of no fever without the use of medicine that reduces fever)
- Other symptoms (e.g. cough or shortness of breath) have improved
- At least 7 days have passed since symptoms first appeared
- A Human Resource representative has approved for the Associate to return to work
**Associate Personal Care**

**Face Mask Policy**
- All Associates are required to wear an approved face mask while working in the store

**Face Shields**
- Hospitality & Sanitation Lead Associates are required to wear a face shield when working in the FOH Dining Area and in direct contact with Guests

**Gloves**
- Worn by all Associates for all tasks
- Put on new gloves after washing hands
- Change gloves between tasks and as often as necessary

**Hand Washing**
- Wash hands at least every 30 minutes, before any shift, changing tasks, and after using the restroom

**Hand Sanitizers**
- Hand Sanitizer stations are set up in the BOH and FOH

**No Sharing Equipment**
- Do not share equipment without disinfecting first
- Do not share food, cups, and utensils. Use disposable plates for employee meals
Screening & Quarantine Process

All Associates have temperatures taken daily prior to their shift:

- If an Associate’s temperature is above 100.4 °F, the Associate will be sent home
- Any Associate who declines a temperature reading prior to the start of their shift, will not be allowed to work and will be sent home

Effective Immediately:

Please take your temperature using the provided thermometer every day before clocking in. Five (5) minutes will be edited and added to your shift for that day.

Please follow instructions:

1) Wash hands with soap and warm water for at least 20 seconds and dry using paper towel.
2) Clean and sanitize the entire thermometer using the provided new alcohol pad.
3) Turn the thermometer on by pressing the blue finger trigger once.
   - Make sure the LCD screen shows Body and F
4) Hold the thermometer 2-6 inches away from the center of your forehead with the sensor facing you.
5) Press finger trigger for 1 second – listen for a beep.
6) Read the temperature on the display.
7) If your temperature is 100.4 F or higher, notify your manager/PIC immediately.
   - Go home and call PandaAid at (833) 726-3292
   - If you are sent home because your temperature is 100.4 F or higher, the time spent for the temperature check will be added to your timecard.
8) Finally, clean and sanitize the entire thermometer using the same alcohol pad.

Note:

- Please ensure thermometer is on “Body” mode (see manufacturer instructions)
- Please ensure thermometer displays “F” (see manufacturer instructions)
Screening & Quarantine Process
All Associates complete a daily health questionnaire prior to the Associate’s shift

- Panda’s HR dept will follow up with all Associates who did not pass the temperature reading and/or health questionnaire

Please answer “Yes” if your response to ANY of the questions is “Yes” OR answer “No” if your response to ALL of the questions is “No”

1. Is your temperature 100.4°F or higher?
2. Have you been diagnosed with COVID-19?
3. Have you had symptoms related to COVID-19 (fever of 100.4°F or higher, cough, difficulty breathing, chills, repeated shaking with chills, muscle pain, headache, sore throat, loss of taste or smell) in the past 72 hours?
4. Have you been in close and prolonged contact** with anyone who has COVID-19 in the past 7 days?
5. Have you or anyone you’ve had close and prolonged contact** been asked to be quarantined by a medical professional in the past 7 days?
6. Have you or anyone you’ve had close and prolonged contact** traveled outside the country in the past 7 days?

**Close and prolonged contact is defined as distance of less than 5 feet for more than 10 minutes.

READ and ACKNOWLEDGE:

I understand that as an associate I must report illnesses or symptoms described above to the manager/person in charge and not work.

Intentional misrepresentation, dishonesty, or falsification in completing the questionnaire is a violation of Panda’s Misconduct Policy. Associates may be disciplined, up to and including termination of employment.

All management shall consistently enforce the rule of no associate working while sick. Managers who know or should reasonably know that an associate is sick and allows the associate to work shall himself/herself be subject to discipline up to termination.

If any associate is unclear if they are considered sick, they should discuss with their supervisor prior to coming to work.

I acknowledge that my time card will be edited to include my time spent on the health questionnaire and temperature check, and I know I can contact my manager to add additional time if I take more than 5 minutes to complete BOTH.

☐ Yes, I have read and understood the above.
**Screening & Quarantine Process**

All Vendors must follow Panda’s updated Health and Safety Protocol

**Vendor Store Visit Health and Safety Protocol**

8.13.20

In preparation for a Panda store visit, all vendors must:

- Practice social distancing in their daily work routine
- Carry disinfectant wipes and sanitizer to clean their hands regularly
- Any vendor who is ill or feels unwell is NOT allowed to visit

Before entering a Panda store, all vendors must:

- Take a temperature check;
  - Temperature check should be completed out of public view.
  - If vendor’s temperature is above 100.4 degrees F. vendor may not enter.
- Put on a mask;
- Wash their hands; and
- Wear gloves.

If a vendor does not follow these steps, Panda associates are instructed to not allow the vendor to enter the store. If the vendor is already in the store, associates will ask the vendor to leave immediately. Contact the GREET Team if a vendor is asked to leave.

If interacting with Panda associates, all vendors must:

- Practice social distancing:
  - Any touching, such as handshakes or pats on the shoulder, is not allowed.
  - Conversations longer than 10 minutes must be conducted outside or in the dining area.
- Wash their hands every 15 minutes.

- If a vendor exhibits any COVID-19-related symptoms (e.g. Fever, Cough, Shortness of breath or difficulty breathing, Chills, Repeated shaking with chills, Muscle pain, Headache, Sore throat, New loss of taste or smell) within 48 hours after visit, the vendor must immediately report this to Panda.
Social Distancing Guidelines

Face Mask Policy
• Guests are **required** to wear face masks to enter the restaurant

Post the following signs at your Front Entrance:

- Please practice social distancing*
- Face mask required
- Do not enter if you are experiencing symptoms of*
- Limit 10 guests in store

Designate entrances for Entry & Exit to promote one-way foot traffic
Social Distancing Guidelines
Plexiglass barriers are to be set up at all customer interaction points:

- Serving Table
- Beverage Station
- Register Areas
Social Distancing Guidelines
Social Distance Floor Decals should be placed in all guest queue areas 6 ft apart
**Social Distancing Guidelines**

**Payment Procedures to limit contact**

- Post signs encouraging guests to pay with credit cards
- Utilize cash tray for payments
  - To limit contact, do not hand payments or receipts directly to guests. Conduct transactions using the cash tray
  - Use a tissue to grab or swipe credit cards (for restaurants without credit card readers)
  - Change gloves after handling cash

**Food Pickup**

- To limit contact, do not hand food directly to guests
- Place orders directly on the counter or a tray for guests to pick up
Dining Room/Patio Re-Opening Instructions

EIM: Reintroduce seating for our guests in a limited capacity that maintains 6’ social distancing from queue areas, drink station and other dine-in guests.

1. Survey your dining room to identify 4-5 different seating areas that appear to be furthest from the queue, entry/exits and drink stations.
2. Once those seating areas have been identified, ensure the seating areas meet the below requirements:
   - Seating is a minimum of 6’ from any queue floor decals
   - Seating is a minimum of 6’ from any other opened seating groups
   - Seating is a minimum of 6’ from the drink station area
3. Remove blue tape and signage from the tables and chairs which have been selected to reopen and meet the above guidelines.

Required – Ensure all local and state occupancy, egress and accessibility requirements are met. Your ACO can assist with this if needed.

Considerations:
- Ensure that a minimum of (1) ADA table is reopened
- Follow the same guidelines for any patio areas being reopened
- Stacking or storing chairs elsewhere in the restaurant is acceptable if space allows

Optional: Zip ties can be used to secure chair legs to the table to ensure guests do not rearrange furniture or combine seating into groups larger than 6.

---

Example 1

= Open seating

Note seating areas close to the queue

Selecting the tables/chairs on the inside in this section keeps guests furthest from walkways and other guests

These booths are away from main queue and offer desirable seating option for my guests

Entrance

My store often has families that come to dine in, so I chose to open 6 seats at this community table

Exit
ENHANCED FOH & BOH SANITIZING & DISINFECTING GUIDE

DEEP CLEANING GUIDELINES

*Use sanitizer and/or Spic & Span to deep clean (sanitize/disinfect)

HOW TO PROPERLY SANITIZE:
1. Spray sanitizer solution onto a towel
2. Wipe down surfaces and items
3. Refill bottle when empty or low (OK to keep any remaining sanitizer in the bottle)
4. MUST sanitize & disinfect the FOH and BOH at least 4 TIMES A DAY:
   • Opening
   • After Lunch
   • Before Dinner
   • Closing

*IMPORTANT: If an Associate in store informs you they have COVID-19 symptoms, you MUST immediately conduct a deep clean within 1 hour

FRONT-OF-HOUSE (FOH)

*All FOH items MUST be sanitized/disinfected accordingly

• HEADSETS: Spray & wipe down with paper towel (not cloth) before and after use
• Sanitize/disinfect items below EVERY HOUR:
  - Front & side entrance door handles
  - Ordering table
  - Containers to collect cash
  - Credit card readers, pin pads & pens
  - Drink station
  - 3rd party delivery table & area
  - Areas that come into contact with Guests, i.e. “Contactless Order & Pick Up” area

BACK-OF-HOUSE (BOH)

*All BOH items MUST be sanitized/disinfected accordingly

• HEADSETS: Spray & wipe down with paper towel (not cloth) before and after use
• Sanitize/disinfect items below 4 TIMES A DAY:
  - Phones, computer, keyboard & mouse
  - Manager’s station
  - Safe handles and alarm keypad
  - Handles on the:
    - Employee lockers
    - BOH hand sink
    - Paper towel dispenser
  - Walk-in cooler
  - Freezer

AFTER DELIVERIES

• MUST wear disposable gloves when handling delivery boxes
• After putting away delivery boxes, you MUST do the below:
  1. Sanitize/disinfect:
     • Inside & outside of delivery, walk-in cooler & freezer doors
     • Handles on BOH hand sink & paper towel dispenser
  2. Clean the floors
  3. Remove & throw away gloves
  4. Wash hands
  5. Put on a new pair of gloves
Hospitality & Sanitation Lead
Responsibilities and PPE Requirements

End in Mind: To continue to provide a safe dining experience for our guests, protect our associates and help answer any questions they may have about our new safety protocols

Requirement: Per shift, there must be 1 designated Hospitality & Sanitation Lead at all times whose responsibilities include:

- Cleaning, sanitizing, and disinfecting all high touch point areas in the Dining Room, Outdoor Area, Beverage Station, and Restrooms
- Providing assistance to guest questions, inquires and manage dining room traffic flow

Personal Protective Equipment (PPE) Requirements

Face Shield (REQUIRED)
1. Label with name
2. Do not share shield

Face Mask
Gloves

How to Handle PPE Before and After Restroom Cleaning

- Step 1: Remove face shield & apron and store items in a locker
- Step 2: Wear gloves when cleaning the restroom
- Step 3: After restroom cleaning is complete, take off gloves and wash hands in restroom
- Step 4: When re-entering BOH, put on apron and face shield from locker
- Step 5: Re-wash hands and put on new gloves

PPE Face Shield Storage

- Before and end of shift, wipe down face shield with sanitizer solution and a paper towel
- Store face shield & apron in locker or on hooks in the employee area
- Face shields can be used up to 2 weeks but results may vary due to storage and usage
Dine-In Area Disinfecting & Sanitizing Procedures

Guidelines Prior to Opening

Action: Prior to opening, disinfect & sanitize all open dining room/outdoor seating

Step 1: Use EPA Registered disinfectant for SARS-Cov-2 and a cloth towel to wipe down all surfaces
Step 2: Use FOH sanitizer spray bottle and a cloth towel to wipe down tables, chairs, and booths
Recommendation: Excess chairs should be placed in a corner to minimize extra guest touch points

---

After Each Table Use - Disinfecting & Sanitizing

Action: After each table use the tables and seating must be disinfected & sanitized every time

Step 1: Use disinfectant and a cloth towel to wipe down tables, chairs and/or booths
Step 2: Spray sanitizer solution onto a cloth towel to wipe down tables, chairs and or/booths

---

Disinfect Every 30 Minutes - High Touch Points

Action: Disinfect all high touch point areas every 30 minutes

Use disinfectant on the following:
- Beverage Station
- Cashier Area
- Entrance and Exit door handles
- Tray slide
- Restroom handles
- Any railing

---

Store sanitizer towel in purple/yellow bucket in between uses
Disinfectant towel can be stored on top of the spray bottle
**Beverage Station Sanitizing & Disinfecting Procedures**

**Guidelines**

Set a timer every 30 minutes as a reminder to sanitize and disinfect the Beverage Station, and complete daily log.

---

**Sanitizer Spray Bottle - Sanitizing Procedure**

*Used on Food Contact Surfaces*

- **Sanitizer Spray Bottle**
- **Cloth Towel**
- **Colored Sanitizer Buckets**

**Step 1**
- Spray Sanitizer using a cloth towel only

**Step 2**
- Wipe down:
  - Soda Nozzles
  - Outside of the ice chute

**Step 3**
- Store sanitizer cloth towels in FOH bucket

---

**Disinfecting Procedure**

*Used on high touch point Non-Food Contact Surfaces*

- **EPA Registered Disinfectant for SARS-CoV-2**
- **Cloth Towel / Paper Towel**

**Step 1**
- Using disinfectant, wipe down surfaces using a cloth or paper towel
- Cloth towels may be reused and stored with the chemical bottles

**Step 2**
- Wipe Down:
  - Soda Leavers or push buttons
  - Drip tray area
  - Beverage station counter tops

---

*It is important to remember to use sanitizer on Food Contact Surfaces and disinfectant on Non-Food Contact high touch areas*
Restroom Cleaning & Disinfecting Procedures

Guidelines

Set a timer every 1 hour as a reminder to: clean and disinfect the restrooms, check supplies and trash, and complete daily log.

Cleaning Tools Needed

- Disinfecting Cleaner & Cloth Towel*
- Disinfectant & Paper Towels*
- Broom/Dust Pan

*EPA registered disinfectant for SARS-CoV-2

Procedures

- Associates must wear gloves and face coverings when cleaning
- Wipe down all surfaces listed below
- Remove gloves and wash hands in restroom
- Upon re-entry into the BOH, associates must rewash hands and put on new gloves

Disinfecting Cleaner & Cloth Towels

Use on:
- Restroom inside outside door handles
- Counters
- Faucets
- Toilet & urinal handles
- Sanitary Napkin Lids
- Grab bar
- Stall door locks
- Paper towel dispenser & handle

Disinfectant & Paper Towels

Use on:
- Mirrors

Supplies and Trash Check Procedure

- Check supplies and empty trash if needed
### Dine-In Area & Beverage Station

#### Sanitizing & Disinfecting Checklist Log

**Today’s Date:**

<table>
<thead>
<tr>
<th>Pre-Opening:</th>
<th>After Each Table Use:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Disinfect and Sanitize all open Dining Room and Outdoor Seating</td>
<td>Disinfect and Sanitize tables, chairs and booths every time</td>
</tr>
</tbody>
</table>

**Check Box**

Once Complete [ ]

---

**Dining Room - Outdoor Area - Beverage Station Log**

**Listed Areas Below Must Be Disinfected and Sanitized Every 30 Minutes**

<table>
<thead>
<tr>
<th>Time</th>
<th>Time</th>
</tr>
</thead>
<tbody>
<tr>
<td>10:00 AM</td>
<td>4:30 PM</td>
</tr>
<tr>
<td>10:30 AM</td>
<td>5:00 PM</td>
</tr>
<tr>
<td>11:00 AM</td>
<td>5:30 PM</td>
</tr>
<tr>
<td>11:30 AM</td>
<td>6:00 PM</td>
</tr>
<tr>
<td>12:00 PM</td>
<td>6:30 PM</td>
</tr>
<tr>
<td>12:30 PM</td>
<td>7:00 PM</td>
</tr>
<tr>
<td>1:00 PM</td>
<td>7:30 PM</td>
</tr>
<tr>
<td>1:30 PM</td>
<td>8:00 PM</td>
</tr>
<tr>
<td>2:00 PM</td>
<td>8:30 PM</td>
</tr>
<tr>
<td>2:30 PM</td>
<td>9:00 PM</td>
</tr>
<tr>
<td>3:00 PM</td>
<td>9:30 PM</td>
</tr>
<tr>
<td>3:30 PM</td>
<td>10:00 PM</td>
</tr>
<tr>
<td>4:00 PM</td>
<td>10:30 PM</td>
</tr>
</tbody>
</table>

**Dining Area & Outdoor Seating:**

**Use Disinfectant Cleaner**

(EPA Registered Disinfectant for SARS-CoV-2)

- Entrance & Exit door handles
- Cashier Area
- Tray Slide
- Tables, chairs, and booths
- Restroom handles
- Any railing

**Beverage Station:**

**Use Disinfectant Cleaner**

(EPA Registered Disinfectant for SARS-CoV-2)

- Soda Levers/Push Buttons
- Drip Tray Area
- Beverage Station Counter Tops

**Use Sanitizer Spray Bottle**

- Soda Nozzles
- Exterior Ice Chute

**PIC Verification & Date:**

Log must be printed & stored up to 6 months for recordkeeping

**Check box if Beverage Station is closed to Guests**
Guest Restrooms

Cleaning & Disinfecting Checklist Log

今日日期:

列出以下区域必须每小时清洁和消毒

洗手间:

消毒剂清洁剂 - (EPA注册的用于SARS-CoV-2的消毒剂)
- 洗手间把手（内部和外部）
- 计数器
- 水龙头
- 纸巾分配器及把手
- 厕所
- 尿池把手
- 抓杆
- 小便池门锁

消毒剂 - (EPA注册的用于SARS-CoV-2的消毒剂)
- 镜子

供应及垃圾检查
- 检查供应并根据需要清倒垃圾

员工必须完成并签名

<table>
<thead>
<tr>
<th>时间</th>
<th>10:00 AM</th>
<th>11:00 AM</th>
<th>12:00 PM</th>
<th>1:00 PM</th>
<th>2:00 PM</th>
<th>3:00 PM</th>
<th>4:00 PM</th>
</tr>
</thead>
<tbody>
<tr>
<td>5:00 PM</td>
<td>6:00 PM</td>
<td>7:00 PM</td>
<td>8:00 PM</td>
<td>9:00 PM</td>
<td>10:00 PM</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

PIC验证及日期:

日志必须打印并保存6个月用于记录保存